

**BY ORDER OF THE COMMANDER
30TH SPACE WING**

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Medical Command

PATIENT HANDBOOK



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**PATIENT
HANDBOOK**



30th Medical Group

Vandenberg Air Force Base, California

WELCOME TO YOUR HOSPITAL

On behalf of the entire hospital staff, I invite you to learn more about the Vandenberg health care delivery system. This handout is designed to introduce and acquaint you with our procedures and to the medical services we have available. We hope it will answer any questions you may have, and that it will assist in your entry to our health care system.

We want you to take advantage of the services we offer in the most efficient way. We are sincerely concerned with your health maintenance and rapid recovery regardless if you are an inpatient on the nursing unit or an outpatient. Our medical staff is committed to making your hospital visit comfortable and beneficial.

We invite your comments on our services and welcome any new suggestions you believe will improve our services. We strive for continuous improvement and want you to receive the best health care possible. Again, welcome to the 30th Medical Group. We hope that your visit with us meets your expectations.

SARA VIGH, Col, USAF, MC, FS
Commander

QUICK REFERENCE OF SERVICES

SERVICES	PHONE NUMBERS		Paragraph
	Local	Long Distance	
Commercial In-Dial	(805) 605-XXXX or 606-XXXX or 734-XXXX		
Admissions and Dispositions	606-0983		21
*Aerospace Medicine	606-5560		31
Allergy Clinic	606-8474		28
Ambulance Service	911		16
Exceptional Family Member Program (EFMP)	606-8217		44.2.2
Dietary Clinic	606-3375		23
Dental Clinic	606-8860		30
Gynecology Services (Family Practice Clinic)	606-4077		24.3
Family Practice Clinic	606-4077	734-0291	24
**Health and Wellness Center	606-2221		37
Immunizations	606-8474		28
Internal Medicine Clinic	606-2193	734-1481	27
Laboratory Services	606-8475		40
Mental Health Clinic	606-8217		44
Patient Advocate	605-8042		19
Pharmacy Services	606-7400		39
Pharmacy Phone-in Refill	605-0200	734-1155	39.2
Physical Therapy	606-6236		38
Physical Exams	606-3132		43
Public Health	606-0648		36
Radiology (X-ray) Services	606-8938		29
Sick-Call	606-4077	734-0291	24.1
Surgery Clinic	605-8051	734-0623	45
*TRICARE Service Center		1-800-242-6788	42
Vision Care Clinic	734-1008		32

Aerospace Medicine Building located next to the hospital.

* TRICARE Service Center located adjacent to the hospital. (Soon to relocate to the 1st floor of main hospital).

** Health and Wellness Clinic (HAWC) Bldg. 8505

PART I

CONSUMER BILL OF RIGHTS AND RESPONSIBILITIES IN HEALTH CARE

Providing quality health care is a complex task that requires close cooperation between patients and health facility personnel. The consumer bill of rights and responsibilities are supported by all facility personnel and are an integral part of the health care industry. The consumer bill of rights and responsibilities help to promote and assure health care quality and value, and protect consumers and workers in the health care system. These patient rights and responsibilities are:

- 1. Information Disclosure:** Consumers have the right to receive accurate, easily understood information and some required assistance in making informed health care decisions about their health plans, providers, and facilities.
- 2. Choice of Providers and Plans:** Consumers have the right to a choice of health care providers that is sufficient to ensure access to appropriate, high-quality health care. When feasible, purchasers should offer consumers a choice of high-quality health plans/products.
- 3. Access to Emergency Services:** Consumers have the right to access emergency health care services when and where the need arises. Plans should provide payment when a consumer presents to an emergency department with acute symptoms of sufficient severity the "Prudent Lay-person" could reasonably expect the absence of medical attention would result in serious consequences.
- 4. Participation in Treatment Decisions:** Consumers have the right and responsibility to fully participate (in person or by proxy) in all decisions related to their health care.
- 5. Respect and Nondiscrimination:** Consumers have the right to considerable, respectful care from all members of the health care system at all times and under all circumstances. Mutual respect is essential to maintain a quality health care system. Benefits covered under a plan should not change solely due to race, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.
- 6. Confidentiality of Health Information:** Consumers have the right to communicate with health care providers in confidence and to have the confidentiality of their individually identifiable health care information protected. Consumers also have the right to review the copy of their own medical records and request amendment to their records.
- 7. Complaints and Appeals:** All consumers have the right to a fair and efficient process for resolving differences with their health plans, health care providers, and the institutions that serve them, including a rigorous system of internal review and an independent system of external review.
- 8. Consumer Responsibilities:** Expect and encourage consumers to assume reasonable responsibilities. This increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment.

PART II

CARE AND TREATMENT

9. ELIGIBILITY FOR CARE: Active Duty and retired members of the Uniformed Services and their family members, including family members of deceased Active Duty and retired members, are authorized medical care at the 30th Medical Group, Vandenberg AFB, California. In order to verify eligibility, the receptionists throughout the hospital will conduct Identification Card checks and ensure only authorized beneficiaries access the system by using the Defense Enrollment Eligibility Reporting System (DEERS). Please ensure you and your family members are enrolled in DEERS. Department of Defense civilian employees may be seen for work related injuries. All civilian employees must have a CA-16 stating the injury was work related. TRICARE Prime members should bring their registration card at each scheduled appointment. This will ensure you received the priority you deserve. If you have questions regarding your eligibility status, please stop by the information window (located by the main entrance) or call 606-6783. A toll free number is also available for questions about your benefits or DEERS enrollment; call 1-800-334-4162. The DEERS beneficiary telephone service is available from 0600-1700, Monday through Friday. *NOTE:* Air National Guard and Reservist members only receive non-emergent care when they present a copy of their orders and a line of duty determination document from their command. Their dependents can not be treated unless the member's active duty training period exceeds 29 days. If you have questions, call 606-3011.

10. PRIORITY OF PATIENTS: In order to contribute to the mission, active duty members must be returned to duty as quickly as possible. For this reason, active duty members will be given first priority for appointments and service. In accordance with National Defense Authorization Act for Fiscal Year 1996 revision to Title 10, United States Code, Section 1097(c); all military medical facilities must give priority to active duty and TRICARE Prime enrollees. All other beneficiaries will be seen as availability permits in the individual clinics.

11. SMOKING: Smoking is not allowed in any area within the hospital. All outpatients who wish to smoke must go outside to a designated smoking area. Inpatients may leave the ward and smoke outside with permission of their physician and upon letting ward personnel know when they are leaving and returning.

12. OUTPATIENT RECORDS: Located near the front of the hospital, the Outpatient Records Section assists patients with obtaining their records for both military and civilian providers. Patients must ensure they promptly return records to the medical facility for proper filing and maintenance. All records, which document care provided in a Federal Government facility, are property of the US Government.

12.1. Outpatient Records are kept on file in the Outpatient Records Section, Room 1-349, located in the main lobby. If you scheduled an appointment at least 36 hours in advance, your records are sent to the appropriate clinic for your appointment. Normally, only walk-ins, acute patients, and individuals with same day appointments need to stop by the Outpatient Records Section to get their outpatient records. You may obtain your records and your family members records (under the age of 18 years old) by filling out an AF Form 250, **Health Record Charge Out Request**, on the table next to the records section.

12.2. The Air Force must obey state law regarding disclosure of medical records which include information concerning a minor's past or present use of alcohol, drugs, birth control, and the presence of sexually transmitted diseases. (AFI 37-132, *Air Force Privacy Act Program*, Chapter 9, para 9.5.1.) Be advised that California law protects from disclosure to representatives of minors (parents) information pertaining

to procedures to which the minor is lawfully authorized to consent. West's Ann.Cal, Health & Safety Code Section 123115(a)(1). This consent includes, and is not limited to: prevention or treatment of pregnancy (not including sterilization or abortion without judicial consent), treatment of communicable sexually transmitted disease, and diagnosis or treatment of alcohol or drug abuse. West's Ann.Cal.Fam.Code Section 6920.29.

12.3. If your records are kept at another medical treatment facility, be sure to inform the clinic or section staff. We will make sure all medical reports are forwarded to your originating medical facility. All medical records are government property and must be kept in a military medical treatment facility rather than considered as the individual's personal belongings. If you have difficulty locating your record, please ask to see the NCOIC of Outpatient Records or call 606-6783.

13. **CLINIC VISITS:** You should arrive at the hospital 15 minutes before your scheduled appointment. This time is used for clinic check-in and administrative matters, allowing you to be seen by the health care provider at the actual appointment time. In consideration of other patients, late arrivals may be asked to reschedule their appointment. All TRICARE Prime enrollees are required to present their TRICARE Prime cards upon check-in. For your comfort and that of other patients, please do not bring children with you unless the appointment is for the child. Personnel on the Personnel Reliability Program (PRP) must inform every clerk, technician and doctor who treats them of their PRP status.

14. **DELAYS:** To enhance our medical readiness and preparation for a mass casualty or wartime situation, our hospital is significantly involved in exercises. Since these exercises involve a majority of the providers, your appointment may be delayed during the exercise.

14.1. At certain times, a provider will fall behind schedule if a previous patient took longer than anticipated or if the provider was interrupted for an emergency. Although timeliness is one of our goals, we will never risk your health by "hurrying up." If we are slightly behind schedule, we ask for your patience. We will put forth a full-fledged effort to make your visit as brief as possible without sacrificing quality care.

15. **EMERGENCY SERVICE:** There are no emergency room services available at Vandenberg AFB. Emergency medical care is available for eligible family members and retirees at civilian facilities in Lompoc and Santa Maria. Active duty members can receive medical care at local hospitals at no personal cost **on an emergency basis only**.

16. **AMBULANCE SERVICE:** Ambulance service is available on base 24 hours a day by calling 911, but only for medical emergencies. If you are outside Vandenberg AFB property, please contact a civilian ambulance service. When civilian ambulance service is used, please understand, except for active duty, you are responsible for all or part of the costs incurred.

17. **LOST AND FOUND:** Lost and found is located in the Admissions and Dispositions office on the first floor. Articles are usually held for 30 days in the hospital and then turned over to Security Police. The telephone number is 606-0983.

18. **VISITING HOURS:** In an effort to provide optimum services to our patients in an atmosphere that is comfortable for them, we have adopted a liberal visitor policy. This will promote better health care for patients and help to keep families together during the times of a medical crisis.

18.1. Visiting hours on the 2nd floor (Multi-Service Unit) are 1000 to 2000. There is no age restriction to visitors; however, all children must be monitored by an adult. There is generally a limit of two visitors per patient. For pediatric patients, parents are encouraged to spend as much time as possible with their child,

especially with pre-school children. Parents may help the nurses with feeding and bathing, but should always feel free to ask for assistance whenever needed. We want to provide the special diets and nutritious foods that are part of returning the patients to good health; therefore, please save cookies, fruits, and sweets for their return home. If a parent is requested to stay overnight, the staff will provide a sleeper chair for sleeping.

19. PATIENT ADVOCATES (PATIENT ASSISTANCE TEAM): The Patient Advocates are here to assist you with your problems, complaints, suggestions, and questions. A picture with each clinic area's patient advocate's name and phone number is posted in the respective area. Please use these individuals as the initial point of contact. If you have encountered a situation that requires further attention, please feel free to call or visit the Hospital Patient Advocate at 605-8042. Our goal is to hear you out before you leave the hospital. If you wish to send us written comments, you may send them to: 30th Medical Group/SGOR, 338 S. Dakota Ave. Suite I-356, Vandenberg AFB CA 93437-6317. Please be assured that your care will not be compromised in any way by your coming forward with a problem.

20. THE ADVANCE MEDICAL DIRECTIVE: The advances of medicine are among the most notable human achievements of the twentieth century. Health care providers have gone from being able to provide only care and comfort to the dying to being able to prolong life through various life-sustaining devices. Unfortunately, many of these life-sustaining medical treatments cannot reverse the underlying disease process that may cause suffering or lead to death. Accordingly, many people have decided that they want to ensure that they retain control over the decision of when to initiate or forego life-sustaining treatment. The best way to retain such control is to inform your provider and family member of your wishes. The Durable Power of Attorney for Health Care emphasizes your wishes.

20.1. *Living Will:* Permits the patient to state his or her wishes not to receive life-sustaining treatment if terminally ill and the treatment would only artificially prolong the dying process. A "living will" is widely used to describe the California Natural Death Act, which consists of the Directive to Physician and the Durable Power of Attorney for Health Care (explained below in sections 30.2 and 30.3).

20.2. *Directive to Physician:* This document is similar to a Living Will but applies only when death is imminent, and is useful only if you wish those life-sustaining procedures be withheld. The directive to your physician consists of your written instruction to your physician, made while you are competent, regarding withholding or withdrawing of life-sustaining procedures **when you are in a terminal condition.**

20.3. *Durable Power of Attorney for Health Care (DPAHC):* This document appoints a person as proxy and applies in all situations in which the patient is unable to make health care decisions for themselves, not just when they are terminally ill. Specific wishes regarding treatment can be spelled out in a DPAHC. The document is generally valid for a maximum of seven (7) years and the patient should be advised to let their physicians know about the existence of an Advanced Directive as early in the Physician/Patient relationship as possible. A copy of your DPAHC should be located in your outpatient record. If you should decide to withdraw your DPAHC please notify your physician and have outpatient records personnel remove the document from your outpatient record. This information is not intended to substitute for the advice of your physician or attorney. It is to provide a starting point in formulating your decision on this serious matter. Your wishes usually reflect personal, philosophical and religious views--so you may want to discuss the issue with your family, friends, and religious adviser as well. Call the Legal Assistance Office at (805) 605-6218 for an appointment to execute a durable power of attorney. Ensure you discuss the health care alternatives beforehand with your physician.

21. **ADMISSIONS:** If your admission to the hospital is planned, you may want to prepare by bringing reading materials and other entertainment material in addition to your personal hygiene items. Please show unit personnel any electrical items you may bring so we may ensure their proper function and safe use. Many patients also feel more comfortable in their own robe and house slippers. (IAW Public Laws) Serious consideration should be given before your admission as to how/where to store valuables. It is highly recommended that valuables not accompany you to the hospital. However, the Business Flight does maintain procedures to store valuables, if necessary. **Note:** Same day surgery patients are not authorized to have their valuables stored by the Business Flight. Therefore, it is strongly encouraged patients leave valuables with Next of Kin (NOK) or at home. "Active duty members should contact their immediate supervisor and Orderly Room upon admission." All non-active duty members who have health insurance through their place of employment or other means, must provide the following information about the policy to the admission clerk:

21.1. Name of insurance carrier

21.2. Address of insurance carrier

21.3. Telephone number

21.4. Policy number

21.5. Effective date and renewal date

22. **FOOD SERVICES:** The hospital provides food services to our inpatients only. However, there are various snack and beverage vending machines available on the first floor in room 1-344.

23. **DIETARY CLINIC:** Full-time diet therapy specialists are assigned to the staff and see patients referred by a physician upon receiving a SF 513, **Medical Record - Consultation Sheet**. Once a consultation sheet is obtained, appointments for dietary referral may be made by calling 606-3375. The Nutritional Medicine Clinic will also see patients on a self referral basis for individuals wishing weight loss, low fat diet information, etc. General information may also be obtained by calling the diet specialist at 606-3375.

24. **FAMILY PRACTICE CLINIC:** Clinic hours are Monday through Friday, 0730-2000. Saturday hours are from 0900-1300. Sundays, holidays, and down days the clinic is available for acute appointments only, booked through the Healthwise Triage Nurse. Hours are subject to change, so please check with the clinic. Information handouts are available in the clinic for your convenience. All appointments are made by phone only. The numbers to call are 606-4077 and 606-4078. For patients calling long distance, the number is (805) 734-0291. Beneficiaries enrolled through TRICARE Prime (includes active duty members) with Family Practice as their Primary Care Manager (PCM) at the 30th Medical Group have priority. The clinic has Active Duty and civilian providers. Patients requiring a specialty service are referred to the appropriate clinic or to one of our providers. The Family Practice Clinic offers the following services:

24.1. **SICK CALL (S/C) FOR ACTIVE DUTY:** Sick call appointments are available Monday through Friday from 0730-0915. Appointments are made **only by phone** starting at 0645 until 0800.

24.2. **APPOINTMENTS:** A variety of appointments are made by phone only from 0800-1630. Acute appointments are booked within 24 hours; routine within 7 days; and well appointments within 28 days. Our books are open 30 days in advance. Unfilled sick call appointments may be given to non-Active Duty TRICARE Prime enrollees. TRICARE Prime enrollees may call for appointments any time after 0800;

non-TRICARE Prime enrollees may call after 1100 each day for space available appointments. Civilian resource sharing providers can only see "Champus" eligible and TRICARE Prime beneficiaries (NOT active duty).

24.3. GYN SERVICES: The 30th Medical Group does not have a separate GYN Clinic. Routine PAP Smears are offered through the Family Practice Clinic or Aerospace Medicine, whichever clinic has been designated as your Primary Care Manager (PCM). GYN services are provided by all of our Family Practice providers. These services include: Annual PAP smears, breast exams, GYN evaluations, and treatment. Medication refills (birth control pills/hormones), Depo-Provera injections, and pregnancy testing are done as walk-ins from 0730-0830 and 1500-1600 Monday through Friday for patients enrolled to Family Practice as their PCM. Operation Baby Launch is offered every other month at 1700 at the Vandenberg Center. Please check with the clinic for details.

24.4. PEDIATRIC SERVICES: The 30th Medical Group does not have a separate Pediatric Clinic. A pediatrician is on staff and is available for specialty consultation within the Family Practice Clinic.

24.5. NEWBORNS: After discharge from the hospital, there is a need to evaluate the newborn at 3-4 days old. There is a Registered Nurse available for extra help and counseling in breastfeeding and newborn care in the Family Practice Clinic. Prior to leaving the hospital after the birth of your newborn, please fill out a consent form for release of medical records. This will allow the Family Practice Clinic staff at the base hospital to request documentation on your newborn from the civilian hospital. It is also critical to enroll your newborn in DEERS at the MPF as soon as possible after the baby is born. Also enroll your newborn with the Tricare Service Center before the first appointment. To begin medical records on your newborn go to the Outpatient Records section in the base hospital prior to your first appointment in the clinic. After your newborn has been registered by Outpatient Records in the CHCS computer system call Family Practice to schedule your newborn for their 3-4 day well-baby check up. Bring any documentation from the civilian hospital with you as well to your appointment.

24.6. WELL-BABY CHECK-UPS: The following ages at which child should be scheduled for check-ups: 3-4 days old, 2 weeks old, and 2,4,6,12, and 18 months of age. Children should have a physical exam at age 4 as immunizations and school screenings are due at this time. Specific concerns regarding growth/development or other concerns can always be addressed with a routine appointment.

24.7. IMMUNIZATIONS: These are given at the Immunization Clinic and shot records and medical records must be brought with you when immunizations are given.

24.8. WIC PROGRAM: WIC is a special supplemental food program for eligible women, infants, and children. Call Santa Barbara County Health Services at 934-6183 in Santa Maria or 737-7954 in Lompoc, for information and appointments. Bring medical records and WIC paperwork to the Family Practice Clinic to have your child's height and weight checked. Appointments are not necessary to process WIC documentation.

24.9. FOLLOW UP APPOINTMENTS: Family Practice providers may make their own follow-up appointments prior to the patient leaving the area. Phones are also available in the lobby area or patients may be asked to call from home. Since no appointments are booked at either reception desk, all appointments are made by phone.

25. OBSTETRICAL (OB) SERVICES: The 30th Medical Group no longer offers obstetrical care. A network provider in the civilian community will perform all obstetrical care and delivery. Please visit the Beneficiary Services Office for further information or call them at 606-8624.

26. **HEALTHWISE TRIAGE NURSE:** The Healthwise Triage System was instituted to provide access 24 hours a day. TRICARE Prime standards mandate that acute patients be seen within 24 hours, routine patients within 7 days, and well patients within 28 days. Healthwise contains computerized triage protocols approved by the providers in our facility. When appointments are no longer available or you simply would like to speak to a nurse regarding a health care issue, simply call the clinic of your assigned PCM. (There are two PCMs at the 30th Medical Group: Aerospace Medicine and Family Practice). During after duty hours, call the number on the **front** of your TRICARE Prime card. This is a benefit for TRICARE Prime beneficiaries **only**. A nurse will address your health care concern and triage that care appropriately. This means you may be given an appointment the next day, the same day, or arrangements made to have a provider see you at the hospital as soon as possible. You may also be given authorization to proceed to an emergency room in the local area. Please note: if you make a personal decision to seek non-emergency care at a civilian emergency room without authorization, you will pay the cost for that visit.
27. **INTERNAL MEDICINE CLINIC:** The Internal Medicine Clinic is a referral service and cares for patients with complicated and/or multiple medical problems. Upon receipt of the referral the patient will be informed of the appointment scheduling procedures. The clinics routine hours are 0730-1630 Monday through Friday. The Cardiopulmonary Laboratory offers these procedures: Electrocardiograms (EKG), Pulmonary Function Tests (PFT), 24 hour Holter monitoring, Ambulatory Blood Pressure monitoring, Exercise Tolerance testing (ETT/treadmill), and Exercise Induced Asthma (EIA) testing. A valid request from a health care provider is required. The clinic has an efficient, customer friendly program for taking care of patients who run out of medication refills between routine follow-up visits. Simply telephone 734-1481 or 606-2193 after you have picked up your last refill on your medication to secure a brief appointment to have your prescriptions reaccomplished. Any additional information may be obtained at the same number. The clinic is closed for lunch from 1130-1230 hours.
28. **ALLERGY/IMMUNIZATION (A/I) CLINIC:** The allergy and immunization clinic hours are from 0730-1600 hours Monday, Tuesday, Thursday, Friday and 0730 – 1100 on Wednesdays. Appointments are **not** required. **All** patients are required to bring their medical and shot records! Yellow Fever vaccinations are given on the last Friday of the month at 0900 hours. Allergy shots are given on Tuesday and Thursday. Allergy skin testing is done by referral only. The clinic is closed for lunch from 1130-1300. For any additional information please call 606-8474.
29. **RADIOLOGY SERVICES:** A health care provider must order all X-ray exams. If you have a civilian X-ray request, please be sure the X-ray request shows the physician's name, address, telephone number and the medical reason the exam is being requested. The Radiology Department provides routine diagnostic exams on a walk-in basis. Patients are usually treated on a first-come, first-serve basis. Inpatients and seriously ill patients have priority. Pregnant patients should always advise radiology personnel of their pregnancy! Routine ultrasound exams, mammography and special radiographic procedures are all completed on an appointment basis. The Radiology Department conducts its own scheduling system. Patients should report to the Radiology Reception Desk with the request slip. An appointment will be given to you along with all the special instructions.
30. **DENTAL SERVICES:** For active duty personnel, comprehensive general dentistry is provided. Examination appointments are scheduled through unit orderly rooms. Certain specialty care, such as orthodontics (braces) and dental implants, is very limited. Family members of active duty are encouraged to participate in the Tricare Family Member Dental Plan (TFMDP) and enrollment is accomplished through the Military Personnel Flight. For retirees and active duty family members not enrolled in their respective insurance program, limited care is offered on a standby basis only. Normal duty hours for the

Dental Clinic are Monday through Friday from 0730-1630. Emergencies (severe pain, infection, injury, etc.) will be seen at any time. As a reminder, for retirees and their family members, there is now the Retiree Dental Insurance Program available. Any eligible beneficiary requiring emergent care after hours may contact the Healthwise nurse at 1-888-252-3299. Patients having non-emergent problems are requested to use the normal sick call hours Monday through Friday at either 0730 or 1230. For any additional information please call 606-8860 or 606-1846.

31. AEROSPACE MEDICINE: Located in the Aerospace Medicine Facility (Bldg. 13848) next to the hospital, Aerospace Medicine provides medical services for active duty flying personnel, Air Traffic Controllers, Space and Missile Operators, ESOT and USMT students. Family members of personnel in "mission-ready" status, active flying status, active air traffic control status and students entering operational status upon graduation can be empanelled to Aerospace Medicine. We recommend children under 3 years of age be empanelled to Family Practice. Active duty sick call is conducted on a walk-in basis from 0800-0900 hrs and 1500-1600 hrs Monday-Friday. All other care is by appointment only, which can be made by calling our front desk at 606-5560. After hours care is by arrangement through the Healthwise Triage Nurse.

32. VISION CARE CLINIC: The Vision Care Clinic routine hours are Monday through Friday 0730-1630. Appointments can be made by calling 734-1008. The Vision Care Clinic (ophthalmology and optometry services) is a health care service whose goals and objectives are prevention and remediation of disorders of the vision system. The primary duty of the Vision Care Clinic is to ensure our military forces are vision ready to meet mission needs. These are accomplished with the examination, diagnosis, treatment and/or management of the visual system and eye health as well as the recognition and diagnosis of related systemic disorders. Optometry is a primary eye care service responsible for prescribing corrective lenses to compensate for specific vision disorders such as nearsightedness, farsightedness, astigmatism, and focusing problems. Other functions include medical diagnosis and treatment of many ocular disorders. Ophthalmology is secondary care service that functions on referrals. Services include medical diagnosis and treatment of all ocular disorders and injuries, as well as prescribing corrective lenses. Provisions also include operations to correct lid problems, eye misalignments, cataracts/lens implants, glaucoma and retinal disorders. Vision Care Clinic personnel provide ancillary testing upon requests from other hospital agencies. These include depth perception, color vision, amblyopia, driver's license renewals, visual fields, retinal photography, fluorescein angiography, and intraocular pressure evaluations. Military issue spectacles may be renewed without an appointment if the prescription is not more than one year old. Patients are required to obtain their medical records if they are not available in the Vision Clinic. For any additional information or an appointment please call 734-1008.

33. ORTHOPEDIC CLINIC: New patients must be referred to the Orthopedic Clinic by consultation before an appointment can be given. This requires you to be seen by a Family Practice provider first. If you have a break or sprain or unbearable pain, your doctor will call to have you seen immediately without an appointment. The scope of care for the Orthopedic Clinic is limited to problems of the musculoskeletal system. Upon receipt of a referral slip or to make a follow-up appointment please call 606-3332. **Note:** At some point in 1999 the Orthopedic Clinic will discontinue services. Future orthopedic services will be available through referral to other military installations or through civilian network providers.

34. PODIATRY CLINIC: The scope of care for this service is the foot and ankle. Appointments for the Podiatry Clinic may be made by calling 606-3332.

35. **CAST CLINIC:** The Cast Clinic is an integral part of the Orthopedic/Podiatry Clinic. Patients with emergency cast problems can be seen on the same day basis after first calling the clinic for an appointment at 606-3332.

36. **PUBLIC HEALTH:** Public Health is located in the Aerospace Medicine Facility (Bldg. 13848) beside the hospital. Services provided include Newcomers Occupational Health and Communicable and Vector-borne Disease awareness briefings, hearing conservation education and ear plug fitting, The Fetal Protection Program, investigation of job-related illnesses, communicable and vector-borne disease surveillance and control, and the Hospital Employee Health Program. Public Health also conducts installation sanitation evaluations and inspects food coming on to the base for quality and wholesomeness. Normal operating hours are 0730 - 1630 every duty day. Additional information can be obtained by calling 606-0648.

37. **HEALTH AND WELLNESS CENTER (HAWC):** The HAWC is located in Bldg. 8505, off Iceland and 10th Street. It provides health and fitness assessment, awareness and intervention programs. Assessments include cardiovascular fitness, strength, flexibility, blood pressure screenings, and Health Risk Appraisals. Awareness nutrition, fitness, disease risk, substance abuse, injury prevention & self-care. Intervention programs consist of counseling for the above mentioned areas. Fitness equipment is available for demonstration purposes. The HAWC also conducts cycle ergometry testing. Look for information in the Space & Missile Times and in the Health Promotion Newsletter. Additional information can be obtained by calling 606-2221.

38. **PHYSICAL THERAPY:** Physical Therapy is a specialty clinic treating pain due to muscle/joint injury and providing rehabilitation following surgery or injury. Care is given on a short-term basis from one visit to 22 visit maximum for muscle/joint injury and possibly for several months following surgery. Long term conditions needing prolonged care (cerebral palsy, stroke rehabilitation, multiple sclerosis, muscular dystrophy, etc...) are excluded from coverage due to limitations of staff numbers and facility equipment. Patients need a health practitioner's referral to be eligible to receive physical therapy. The treatment received is based on the practitioner's referral and the physical therapist examination and can range from home exercises to daily care given in 30 minute treatment sessions. Most patients are scheduled within five days of referral reception, and it is preferred that the patients make their appointment in person. Appointments are made by calling 606-6236. The clinic operates Monday through Friday from 0700-1530 for clinic care and 0700-1700 for evaluation and weekly re-assessment and treatment. Weekend care is for in-patients only. Patients failing to meet their treatment goals are referred back to the practitioner for additional examination. Automatic discharge from care occurs after three unexcused absences in succession. Back school and exercise health programs are offered as part of the base's prevention program.

39. **PHARMACY SERVICES:** The pharmacy is open from 0730 to 1800, Monday - Thursday, 0730-1700 on Friday, and Saturday from 0900 to 1300 for your convenience. Active duty personnel in uniform will normally have priority, providing the orders have been sent from the provider in a timely fashion. All others will be served in the order that the prescriptions are received from the providers office through the Composite Health Care System (CHCS), or as they come in to the in-window. The pharmacy will fill prescriptions written by a civilian practitioner if the medication is stocked by the pharmacy. If you are seeing a civilian practitioner, have him/her call if there are any questions concerning policy or medication availability. For all new civilian prescriptions, Defense Eligibility Enrollment Reporting System (DEERS) verification is required. This can be accomplished at the Pharmacy. For all prescriptions and refills, the ID card of the individual for whom the prescription is written is also required. Medication

information may be obtained by request in person or by calling 606-7440. The pharmacy has a TELEPHONE REFILL SERVICE. To use this service you must:

39.1. Have refills remaining on your container. Look at the lower left-hand corner of your label and you will find “refills 3 of 3” or “refills 2 of 11” etc. If your label indicates “refills 0 of 4” then you will need to obtain a new prescription from your provider.

39.2. Call 734-1155 or 605-0200 and an automated answering system will give you instructions on taking your information. Refills phoned in before midnight (2400) will be ready for pick-up by 0730 the following duty day. Refills phoned in on Saturday and Sunday will be ready for pick-up on Monday.

NOTE: Your prescription number is in the upper left-hand corner of the prescription label. If you have any questions regarding our service or need to speak to a pharmacist or technician, you may do so by calling 606-7440.

40. LABORATORY SERVICES: Routine Outpatient procedures are performed each duty day. The specimen collection hours are 0730-2000 Monday-Friday, and 0900-1300 Saturday. The laboratory will honor all DoD beneficiary laboratory requests from military and civilian providers. While no appointment is necessary, there may be special patient requirements before specimen collection may be obtained. (For example, before a Glucose Tolerance Test may be obtained the patient must follow a special 3 day diet plan and fast (abstain from food intake) the night before testing. Additionally, this test requires an appointment with the laboratory. Fertility studies are tested on Wednesday and the specimen must be submitted before 0900 hours. A full range of services to include: clinical chemistry, special chemistry, hematology, serology, immunology, coagulation, urinalysis, and transfusion services (Blood Bank). We also use military and civilian reference laboratories for specialized testing that may not be performed “in-house”. If you have any questions or concerns please feel free to contact the lab at 606-8475, 606-0369, or 606-0367.

40.1. We honor requests from all military health care providers *and requests from civilian physicians*.

40.2. Usually we don't require appointments, but some special tests do require them. There are also some tests that require special diets or fasting. Come to the laboratory and we'll provide you with the necessary instructions.

40.3. Test results are released only to health care providers.

41. AEROMEDICAL EVACUATION: Vandenberg AFB no longer has a routine aeromedical evacuation mission. Patients requiring necessary treatment outside the local area will be reported into the aerovac system by their immediate provider. Your provider will initiate action, if it is appropriate for you to be aeromedically evacuated to another facility. Questions may be directed to the Aeromedical Evacuation Clerk at 606-3875.

42. EXTRA SAVINGS FOR CHAMPUS BENEFICIARIES:

42.1. The Military Health Care System provides healthcare through Military Treatment Facilities (MTF) and the TRICARE program. The Department of Defense (DoD) has restructured this system in the United States into Regions. A Lead Agent who is also the commander of one of the larger Military Treatment Facilities heads each Region. You are in Region 9, comprised of Southern California with the Commander, Naval Medical Center, San Diego, as the Lead Agent. The TRICARE Program includes three options for using CHAMPUS benefits. TRICARE Prime (Health Maintenance Organization--type option), TRICARE Extra (Preferred Provider Option) and TRICARE Standard (indemnity--type option).

42.2. What is **TRICARE PRIME?** TRICARE prime is a managed care system. You must enroll in the program for 12 months during which time you cannot use Standard TRICARE or TRICARE Extra. When you enroll, you select a primary care manager. If specialty care is necessary, your primary care manager will refer you. In exchange for working within this more tightly managed care system, you become entitled to some significant benefits not available under Standard TRICARE Standard. These enhanced benefits include:

42.2.1. Elimination of yearly deductible.

42.2.2. Minimal co-payments.

42.2.3. Coverage of many preventative services.

42.2.4. Reduced cost shares for inpatient services.

42.2.5. **GENERAL ADVISE:** Patients who are referred to health care providers outside a military facility are advised against signing arbitration agreements or liability waivers. In general, a patient has little to gain by signing a liability waiver or agreement to enter into arbitration in the event of alleged negligence or mishap. Patients presented with these forms by non-military health care providers should be aware that entry into these agreements is strictly voluntary and that service cannot be refused for failure to sign the document. That is, a provider who is listed under a managed care contract, cannot refuse to treat a prospective patient for the sole reason that the patient has not signed or will not sign the agreement. For any additional information concerning the legal aspect of an arbitration agreement please contact the legal office.

42.2.6. **TRICARE for Active Duty:** While active-duty service members are not eligible for CHAMPUS benefits, they will be enrolled automatically in TRICARE Prime, and will be able to use local military providers and, when directed, the civilian portion of the TRICARE network as well. Active duty personnel will remain the number one priority of the military healthcare system. Active Duty personnel will be the first priority of the enrollment to MTF Primary Care Managers (PCM). There will be no changes in costs or rules. Medically necessary outpatient care will continue to be at no cost to the active duty member when authorized. Active duty members will continue to pay an inpatient subsistence fee (if applicable). Active duty members will still require permission by your PCM to receive non-emergency civilian care at government expense.

43. **PHYSICAL EXAMS SECTION:** The Physical Examinations and Standards Section accomplishes physical examinations and Preventive Health Assessments (PHA) as required by Air Force Instruction or DoD directives. Physical exams and PHA are accomplished on a scheduled basis. Administrative actions such as PCS/Separation clearances, profiles and retraining applications are accomplished on a walk-in basis from 1300-1500 hrs Monday, Tuesday and Thursday. For appointments or additional information call 606-3132.

44. **MENTAL HEALTH SERVICES:** Consists of four integrated programs and services co-located in the main hospital. These are: Mental Health Clinic (MHC), Substance Abuse Program (SAP), Family Advocacy Program (FAP) and Demand Drug Reduction Program (DDRP).

44.1. **DEMAND DRUG REDUCTION PROGRAM (DDRP):** Conducts urinalysis collection for monitoring DOD compliance with mandated policy. Other services include Drug Awareness Outreach.

44.2. **FAMILY ADVOCACY PROGRAM (FAP):** Consists of Family Maltreatment, Exceptional Family Member and Outreach programs.

44.2.1. **FAMILY MALTREATMENT:** Receives reports and makes assessments of all suspected incidents of spouse and child maltreatment. Direct treatment includes: Crisis intervention, individual, family, and marital therapy; anger management; self-esteem and parenting classes. New Parents Support provides family maltreatment preventive services to include home visits to families with preschool children who are at risk for maltreatment. Nursing Services include maternal and child health education, information on child development, nutrition and child care skills, modeling appropriate parenting behaviors and promotion of parent/child attachment. Referrals to other appropriate agencies.

44.2.2. **EXCEPTIONAL FAMILY MEMBER PROGRAM:** Provides referral and social work services to families with special medical, education and service needs. Dependent Relocation Clearance (DR) process to screen all assignment applications to ensure appropriate care is available, and assist sponsors with humanitarian and deferments.

44.2.3. **OUTREACH:** Conducts base needs assessment. Liaison for base and community resources in the prevention of family violence. Conducts briefings for commanders, supervisors, and other base personnel in the identification and reporting procedures for family violence. Classes offered: Stress Management, Self-Management, Marriage Enrichment, and Self-Esteem. Organizes and participates in special event months.

44.3. **SUBSTANCE ABUSE PROGRAM:** Conducts the Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program. This can include: Education and Awareness, Reorientation, Residential and Nonresidential treatment and Transitional counseling. Conducts briefings for Newcomers Orientation, First Duty Station, and Alcohol Awareness Campaign.

44.4. **MENTAL HEALTH SERVICES (MHS):** Outpatient services include individual and group counseling, consults for evaluation and treatment, medication management, crisis intervention and suicide prevention referrals to other agencies. The focus on *Access to Services* is primarily for active duty personnel and DOD personnel, then as available for those that are enrolled in TRICARE. Part of the *Scope of Services* is to formulate a treatment plan that is consistent with guidance for the management of the number of patient visits (baseline of eight) required and needed for standardizing uniformity of care while maintaining the quality of care. For emergent services call the Family Practice Clinic at ext. 606-4077, 606-4078 or 911. Routine Services call MHS at ext. 606-8217.

45. **GENERAL SURGERY CLINIC:** The General Surgery Clinic is staffed by Board Certified general surgeons. Patients are seen by referral to the surgery clinic and also by self-referral for surgical problems on an appointment basis.

45.1. Minor surgical procedures such as sigmoidoscopies, vasectomies, mole and cyst removal, simple breast biopsies, warts, and some skin cancer removal are all done on an outpatient basis. Intermediate procedures such as upper and lower endoscopies, and breast biopsies are done through the Ambulatory Services Unit (ASU).

45.2. Major surgery to the extent of the facility capability is performed on an inpatient basis. Procedures beyond the support capabilities of the institution are referred to other military facilities or to civilian hospitals through TRICARE or MEDICARE, depending on the patient's desire and eligibility.

45.3. Suture removal and wound checks are performed Monday through Friday. Patients should bring their medical records with them for suture removal and wound checks. Patients having surgical procedures performed in this clinic should make a follow-up appointment before leaving the clinic. Patients who had a procedure done should call and set up a follow-up appointment with the Family Practice Clinic.

45.4. The surgical appointment telephone number is 605-8051 or 734-0623. Patients may call or walk-in to make a referral appointment. Patients requiring minor surgery may call the surgery clinic and make a self-referral. Patients requiring follow-up care do not require a referral from another physician.

46. **BIOENVIRONMENTAL ENGINEERING:** Bioenvironmental Engineering Services (BES) is located in the Aerospace Medicine Facility between the hospital and the base theater. As part of the Occupational Health Program, the 'Bioenvironmental Engineers (BEE's) are responsible for a vast industrial hygiene program. This includes assessing worker exposures in the industrial environment by collecting air samples, recommending personal protective equipment, performing fit-testing for respirator wearers, and monitoring noise and radiation exposures. BES is also responsible for monitoring the base drinking water system for potability, and ensuring the base swimming pool is free from bacteria. Normal operating hours are 0730 - 1630, Monday through Friday. Feel free to direct any questions to Bioenvironmental Engineering Services by calling 606-7811.

47. **MEDICAL BILLING:** Patients with health insurance, other than TRICARE, must provide information about the policy at the time of check-in. Having your insurance card available will help expedite this information. DOD policy and public law requires us to collect from third party payers the cost of medical services provided to DOD beneficiaries to the fullest extent allowed under 10 U.S.C. 1095 (reference (a)). You are not responsible for any deductible, cost share, or visits not covered under your policy. Payments received from the insurance carriers are used by this facility to maintain and increase the level of care provided to you and your family.

48. **MILITARY RETIREE ACTIVITIES OFFICE (MRAO):** This is an all-volunteer organization of military retirees from all branches of the armed forces and the spouses of military retirees. MRAO volunteers provide assistance such as handing out medical records, handing our prescriptions at the pharmacy, and supporting the clinics in different capacities. If your are a retired member or spouse of a retired member and are interested in volunteering your time to the hospital please contact Hal Davidson at ext. 605-8372.

49. **AMERICAN RED CROSS:** The American Red Cross is a volunteer organization serving the military since 1905. It is made up of active duty, retirees, their immediate families, and civilians. Hospital Red Cross Volunteers are able to volunteer in many areas of the hospital. During the summer months the Red Cross offers a program for teenage volunteers at the hospital called "Volunteens". Those individuals who would like to become an active Red Cross volunteer may fill out an application in the Hospital Red Cross office on the third floor of the hospital room 3-214. For further information you may call Marta Riggs at extension 605-0042.